

Course Outline
Orangeburg-Calhoun Technical College
Orangeburg, South Carolina

Semester
OST 254
Office Simulation


Revised by: Carla R. Haigler

Date: December 13, 2004

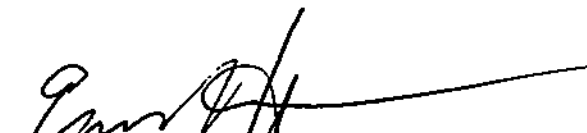
Approved by:




Program Coordinator



Date



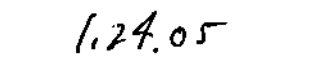
Group Director



Date



VP of Academic Affairs



Date

OST 254/Office Simulation

LECTURE HOURS: 3.0
LAB HOURS: 2.0
CONTACT HOURS: 5.0
CREDIT HOURS: 3.0
INSTRUCTOR' NAME:
INSTRUCTOR'S OFFICE LOCATION:
INSTRUCTOR'S TELEPHONE:
INSTRUCTOR'S E-MAIL:
INSTRUCTOR'S OFFICE HOURS:

COURSE DESCRIPTION: This course integrates a wide variety of skills and knowledge through practical work experiences in a simulated executive, legal, or medical office environment.

PRE-REQUISITES: Graduating Term Only

WHY TAKE THIS COURSE: In a simulated office setting, students are provided with specialized training and practice in one of three options: executive, legal, or medical. This senior Capstone Course will provide students with the opportunity to develop qualities that all office workers should possess such as following directions (written and oral), becoming more self-reliant, displaying initiative, projecting a professional image, providing positive customer service, and utilizing tact and reason in appropriate situations. Equipment and software used will include the transcriber, calculator, telephone, FAX machine, copier, Microsoft Outlook, and Microsoft Word or a similar, compatible word processing program. Proper work ethics and appearance will be a requirement.

REQUIRED TEXTBOOK/AND OTHER MATERIALS:

All: Three-Five 3.5" High Density Formatted disks (Flash Drives may be used) and headsets. Data disks will be collected at the end of the semester.

Telephone Doctor Student Workbooks:

Essential Elements of Internal Customer Service

From Curt to Courteous: A "Business Friendly" Program

The Service Mentality

Six Cardinal Rules of Customer Service

Creating your Career Portfolio: At-a-Glance Guide for Students, 3rd edition, A. G. Williams & K. J. Hall, Prentice Hall Publishing Company, 2004.

Executive: *At Work in the Office: Integrated Activities for High Performance*, BY Geiger, et. al., Glencoe McGraw-Hill Publishing Company, 2004.

Legal: *Legal Office Procedures*, Third Edition, by Namanny, Mueller, and DuPree. South-Western Publishing Company, 1990.

Medical: *Medical Office Practice*, 7th Edition, by Phillip Atkinson, Delmar Publishers, 2004.

GRADING SYSTEM: The final grade will be computed as follows:

Work Experiences.....	400 Points
<i>(Includes Job Shadowing Experience* - 100 points)</i>	
Workshops, Seminars & Related Activities	200 Points
<i>(Includes Student Workshop/Seminar Presentation* - 100 Points)</i>	
Professionalism & Class Participation*.....	100 Points
<i>(Includes attendance, attire, work etiquette, work ethic, etc.)</i>	
Professional Development.....	100 Points
<i>(Includes student organization membership)</i>	
Portfolio*	100 Points
Community Service Project*	100 Points
Total	1000 Points

*Completion of each of these components is a requirement of the course and must be successfully completed in order to earn at least a C in the course.

ASSIGNMENTS: In order to foster teamwork and initiative, students in each discipline (medical, legal, executive) will work together using guidelines provided by your instructor to produce a semester calendar for submitting simulated packet assignments. Once completed, semester calendars will be signed by each student in their respective disciplines and a copy will be given to your instructor and each student. Students will adhere to the due dates when submitting assignments.

All keyed exercises must be present on the student's disk. *Data/Storage disks shall be turned in as directed and kept by the instructor at the end of the semester. If issued, all cassette tapes must be returned to the instructor at the end of the term to receive credit for the course.* All document assignments should be proofed and spell checked before submitting them for evaluation (automatic deduction for such errors). It is the student's responsibility to submit simulated packet assignments as outlined on the calendar created.

TESTS: Students will be evaluated on the material completed in their respective simulated packets.

Missed work: Tests, homework, projects, and other assignments will not be accepted after the due date. Failure to complete assignments by due date will result in a grade of "0" for that assignment. Since some assignments may be needed for future lessons, all assignments should be completed, whether acceptable for grading or not at that time.

GRADING POLICY: The final grade will be determined as follows (A grade of C or better is required to receive graduation credit for this course and/or for this course to serve as a prerequisite for another course):

A	90 – 100 (900 - 1000 points)
B	80 - 89 (800 - 899 points)
C	70 - 79 (700 - 799 points)
D	60 - 69 (600 - 699 points)
F	0 - 59 (0 - 599 points)

ATTENDANCE POLICY: Prompt and regular class attendance is expected of all students. A decision to stop attending classes at Orangeburg-Calhoun Technical College does not constitute an official course withdrawal. It is the student's responsibility to initiate the proper paperwork to withdraw from classes. Student's failure to complete and submit the proper paperwork to withdraw from classes after the published add/drop period will result in a failing grade for the course.

Record keeping for attendance purposes will begin with the first day the class meets. If a student must be absent, it is that student's responsibility to notify the instructor as quickly as possible of the absence. Students are responsible for making up all work missed as a result of the absence, including examinations.

Students must not accumulate more absences than double the number of times a class meets per week. During the summer session, if the class meets twice a week, the student should not miss more than three classes; if the class meets three times a week, the student should not miss more than four classes. If excessive absences are taken, the student may be administratively withdrawn. Extenuating circumstances may be taken into consideration by the instructor.

Three tardies shall be considered an absence. If a student is more than ten minutes tardy, he/she shall be considered absent. If a student leaves more than ten minutes prior to class dismissal, he/she shall be considered absent.

Students who feel that they have been treated improperly regarding this policy may exercise the right to appeal through The Student Code and Grievance Procedure for South Carolina Technical Colleges.

Attendance Forms: Students should submit attendance forms each week for verification. Place all forms on instructor's desk at the beginning of class. Please do not bring forms up to be signed at the end of the class period or interrupt other class sessions. Hold on to your form until the next class meeting.

CLASSROOM BEHAVIOR: Discussion and expression of all views relevant to the subject matter is recognized as necessary to the educational process; but students have no right to interfere with the freedom of instructors to teach or the rights of other students to learn.

The instructor sets the standards of behavior acceptable in the classroom by announcing these standards early in the term. If a student behaves disruptively in class after the instructor has explained the unacceptability of such conduct, the instructor may dismiss the student for the remainder of that class period.

PAGERS/BEEPERS/CELLULAR PHONES: Before entering the classroom, all electronic devices should be set on silent mode so that the class is not disturbed. Devices unequipped with silent mode should be turned off before entering the classroom.

ACADEMIC HONESTY: All students are expected to complete their own work. When working in groups, each member is still expected to contribute to projects assigned. The use of another student's material and/or allowing other students to use your material (written, printed, or on diskette) in completing tests, problems, and other assignments is considered dishonest.

Dishonesty is a serious offense and may result in dismissal from the class and/or disciplinary action.

LAB: Some assignments may necessitate additional lab time for completion. The Tourville Technology lab hours will be announced.

Absolutely no food, drink, or children are allowed in the classroom or lab.

CLASS SCHEDULE:

Orientation.....	1.Week
Seminars, Workshops, Work Experiences & Related Activities	14 Weeks
Reporting/Evaluation.....	1.Week

ENRICHMENT: Your instructor is one of the best sources to provide assistance when needed. Also take advantage of the services offered in the Student and Community Life Center and the Learning Resource Center when completing assignments.

COURSE OBJECTIVES:

1. To provide hands-on practical workforce experience through simulated assignments and job shadowing.
2. To improve leadership skills through team activities and professional development.
3. To enhance soft skills through communication (oral and written) and interpersonal interaction.
4. To promote student development through workshops and/or seminars
5. To promote professional development through organizational involvement.
6. To emphasize proper work ethics.
7. To emphasize the importance of the professional image.
8. To promote community service awareness.

LEARNING ACTIVITIES

All objectives will be achieved through –
 Simulated/Hands-on Work Experience
 Participation in/Conduction of Workshops/Seminars/Training Sessions
 Display of Professionalism in Classroom
 Completion of Job Shadowing Experience
 Participation in Professional Development Activities
 Completion of Career Portfolio
 Completion of Community Service Project

WORK-RELATED EXPERIENCES:

1. Office Simulation – Students assume employment as an office professional for companies specific to their respective discipline—executive, legal, or medical. Jobs and Tasks are completed according the companies' employee handbook or manual, in addition to any other instructions provided by the simulated office supervisor (instructor). Students will complete tasks throughout specified work days. Group and individual assignments will be included.
2. Job Shadowing Experience – As an enhancement and follow-up to the simulated experience, students will complete eight hours in an actual office environment shadowing an office professional. Your instructor will provide further details.

WORKSHOPS/SEMINARS/TRAINING SESSIONS:

Students will attend various professional training workshops, seminars and/or training sessions. Each student will be required to conduct a workshop, seminar, or training session using current technology. Suggested seminar topics include, but are not limited to:

- | | |
|-----------------------|-----------------------|
| ✓ Attitude | ✓ Health & Grooming |
| ✓ Assertiveness | ✓ Personal Finance |
| ✓ Career Portfolio | ✓ Presentation Skills |
| ✓ Conflict Resolution | ✓ Professional Dress |
| ✓ Critical Thinking | ✓ Self-esteem |
| ✓ Customer Service | ✓ Stress Management |
| ✓ E-mail | ✓ Teamwork |
| ✓ Goal Setting | |

PROFESSIONALISM & CLASS PARTICIPATION:

Proper work ethics and appearance will be a requirement. For successful completion of this course, students are expected to observe the following:

1. Attend and participate in all class sessions.
2. Dress properly for each class meeting. Students who are not dressed properly will be required to change before coming to class. Each day students will be required to dress either (1) Business Conservative, (2) Business Professional or (3) Business Casual. The following are guidelines. This topic will be discussed in detail at the beginning of the semester.
 - Ladies
 - ✓ Business Conservative – Dark business (skirt) suit, blouse, top, hose, conservative dark shoes (closed toe and heel) in good repair.
 - ✓ Business Professional – Business (skirt or pant) suit, blouse, top, and hose.
 - ✓ Business Casual – Business separates, khakis, flat shoes, trouser socks or hose.
 - ✓ No jeans, denim fabrics, wind suits, sweat pants, sandals or slides of any kind, visible tattoos or body piercing (nose rings, tongue rings, etc.) or excessive jewelry (e.g., no more than one ring on each hand and one earring in each ear).

- Gentlemen
 - ✓ Business Conservative – Dark business suit, white or light-colored shirt, tie, socks, conservative dark shoes in good repair.
 - ✓ Business Professional – Suit, shirt, tie, socks
 - ✓ Business Casual – Dress slacks, khakis, crew-neck or turtleneck sweaters, loafers, a blazer or sport coat is optional.
 - ✓ No jeans, denim fabrics, wind suits, sweat pants, sandals or slides of any kind, visible tattoos or body piercing (nose rings, tongue rings, etc.) or excessive jewelry (e.g., no more than one ring on each hand and one earring in each ear).
 - ✓ Neat haircut/hair style, no head gear.
3. Arrive for class on time and prepared to work.
 4. Participate positively in any discussions and/or activities.
 5. Submit professionally formatted assignments (keyed, neat, grammatically correct, etc.).
 6. Exhibit honest and integrity (no cheating or plagiarism).
 7. Sign in and out properly on timesheet. Roll will be recorded based on daily timesheet entries and/or professional development sign-in sheets.

PROFESSIONAL DEVELOPMENT:

Professional development is an integral part of the office professional. Membership in related organizations provides access to seminars, workshops, training, conferences, peer discussions, certification and professional literature. These benefits are normally offered to members at a reduced cost and allows the office professional to stay abreast of changes and trends in their career field.

Students will participate in professional development activities through student membership in a related professional organization. Your instructor will provide further details.

PORTFOLIO:

It has become increasingly important for the office professional to be able to produce a career portfolio for themselves. Portfolios serve to highlight professional achievements and may be used in an evaluative setting by a supervisor or hiring tool by a potential employer.

Knowing how to create an effective portfolio may mean the difference between getting or keeping a job. Students will create and display their own career portfolios. Your instructor will provide further details.

COMMUNITY SERVICE PROJECT:

We live and work in communities; and contributing to the community is vital to the success of businesses, schools, neighborhoods, and residents in the community.

Each student will complete eight hours of community service in an area of their choice. Excluded will be church-related and work-related activities. Your instructor will provide further details.